

THE CONSUMER RIGHTS ACT 2022



OUT WITH THE OLD AND IN WITH THE NEW...

Each and every one of us consume something, whether that's food we buy to cook for our dinner or clothes we purchase to wear to our next big event, **we are all consumers.**



Believe it or not, every time you purchase something, or even enter a store, you are faced with a contract between yourself and the seller.

Every time you have bought something, you have placed an offer, and by leaving the store with that item and your receipt in hand, your offer has been accepted! There's just a bit of contract law education for everyone!

BEFORE 2022, CONSUMER RIGHTS WERE LISTED UNDER THE SALE OF GOODS ACT 1980

HOWEVER, A LOT HAS CHANGED SINCE THEN, SO IT WAS ABOUT TIME WE CAME UP WITH NEW RIGHTS AND PROTECTIONS THAT ARE RELEVANT TO HOW WE BUY AND SELL GOODS TODAY!

WHAT'S NEW??

1

The 2022 act has introduced new rights and protections for customers.

2

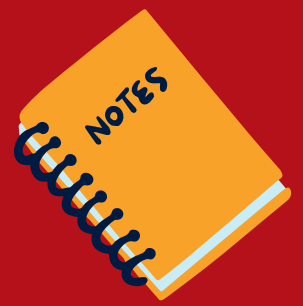
It has been drafted in a way that is much easier to understand.

3

It places more attention on the seller and the role they play in sales transactions.



LET'S COMPARE...



THE SALE OF GOODS AND SUPPLY OF SERVICES ACT 1980



Made no mention of online sales or websites, so if anyone had trouble with shopping online, their rights were limited...



Stated that all goods have to be fit for purpose and of merchantable quality, and not much else!



Was far too focused on contracts between businesses, and made very little effort to protect consumers.

THE CONSUMER RIGHTS ACT 2022



Includes a whole section for sales via digital services, protecting shoppers that have paid for goods over the Internet or have provided the seller with personal details through digital services.



Goods must be fit for purpose, of merchantable quality and more! And..if they are not, the act provides remedies to protect the consumer!



Protects the weaker party in every situation - which is the consumer!

WHERE THE CONTRACT DOES NOT GO TO PLAN, THE ACT PROVIDES CONSUMERS WITH A WAY OUT...

This includes the entitlement for a:

- Repair
- Replacement
- Refund



**NOW YOU KNOW THE DIFFERENCE BETWEEN THE RIGHTS WE ONCE
HAD AS CONSUMERS, AND THE RIGHTS WE HAVE NOW.**

IT'S SAFE TO SAY WE ARE MORE PROTECTED NOW THAN EVER!

HAPPY SHOPPING EVERYONE!

